

Jean  
mack

**Quality Council Meeting  
12-4-01**

The Quality Council met at 3:30 PM in the Foundation Conference Room. Present were: Kim Smith, Lucy Kubiszyn, Don Bell, Margie Falls, Janet Hendrix, Randy Jarrell, Jackie Williams, Jean Mack and Camille Cochrane.

Camille Complimented the group on winning the Silver level award at the Alabama Quality Award Team Showcase last week in Birmingham. The group was very positive about the experience of both the pre-conference and the Award Program and banquet. The group is planning a brainstorming session soon and will start to work on the award Process for 2002. We would like to go for a Gold Team Showcase Award in 2002 and a Big Alabama Quality award in 2003. There was discussion about a retreat/ planning session at Lucy's house at Orange Beach. Possible dates are Jan. 18-20 or 21, 2002. Janet will run this by Rick before we meet again on Dec. 11.

We were meeting today to develop a list of possible questions for a questionnaire Debbie Grimes is planning to use during Professional Development in Feb., 2002. Thanks to Don Bell we had many possible statements to choose from. Below is a list of those selected from the Quality Council and a list of those recommended to the Dean's.

QC

1. The Quality initiative is evident in the day to day operations at Shelton State.
2. TQM was a worthwhile experience. (May need to follow with amount of years since trained/ and are have they been on a team)
3. The current SSCC administration values Quality.
4. Being part of a team is a valuable experience.
5. Quality is evident by the services available at the information desk.
6. Quality is evident in the way faculty and staff meetings are conducted.
7. Quality is evident in the instruction, programs and services at the C.A. Fredd Campus of the college.
8. Quality is evident in the friendliness, attitudes, encouragement, helpfulness, and support of my co-workers.
9. Quality is evident in the scheduling of events at the college.
10. Quality is evident in the college's procedures for handling and distributing mail and measures in place to protect the safety of employees.
11. Quality is evident in the telephone system and the manner in which incoming calls are handled.
12. Quality is evident in the manner in which physically challenged persons are utilized as faculty and staff, and the accommodations made by the college for persons with physical disabilities.
13. Quality is evident in the manner in which the college utilizes the unique skills and abilities of many people from all races, backgrounds, experiences, cultural backgrounds, physical abilities, etc.
14. Quality is evident in the updating and use of state-of-the-art equipment and teaching



methods on the C.A. Fredd Campus.

15. Customer service at Shelton State reflects the Quality initiative.

Recommendations to Dean's

1. Quality is evident in the recruitment of events at the college.
2. Quality is evident in recruitment of students for the college.
3. Quality is evident in my personal access to any administrator at the college (dean, president, etc.)
4. Quality is evident in the official hours of operation of the college and provision for after-hour and week-end events/ activities.

We will have a brainstorming session next Tues. (Dec. 11) at 1130 over lunch...you will be notified of the location. - Harvey's

Randy invited all to the TQM graduation at 1 PM on Dec. 12 in TBI.